From the desk of...

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Memo

To: Board of Managers

From: Michael Younes, Director of Municipal Operations

CC: Shana Davis-Cook, Village Manager
               Demetri Protos, Finance Director

Date: 11/2/2015

Re: Village Accounting System Update

Why we need to Update our System

The Village's current accounting system (Microsoft Dynamics) is three (3) years old and has not been updated since its initial installation. Due to the age of the system, free technical assistance has been discontinued for our version directly through Microsoft. If the Village has a need for technical support under the current system we must call our Microsoft reseller and are billed at an hourly rate for technical support, often times with reseller phone support there is a lag time for a response. In order to bring the system up-to-date for security compliance, free and real-time technical support from Microsoft and overall functionality we must update the system to the most recent version of Microsoft Dynamics. Microsoft has indicated that service for the upgraded version is not scheduled to be discontinued before April 2020.

What's Involved

Due to the complexity of the installation and database migration required Village staff does not have the expertise to complete the upgrade. In order to update the accounting system the following steps must be completed to update the accounting system and ensure the update is successful.

- Apply outstanding service pack or security updated to current accounting system
- Install new SQL2014 database
- Move old SQL2008 databases to the new SQL2014 database
- Perform upgrade of accounting system
- Upgrade Village accounting company's and databases

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- Re-install the Excel reports and SRS web based reports linked directly to the upgraded accounting system
- Migrate accounting system data into upgraded system
- Migrate Village's accounting report system to new version and set up existing reports
- Perform quality control acceptance testing to confirm that the upgrade has been successful
- Install new accounting system version and related programs on required employee workstations

Due to the complexity of the updates staff recommends contracting with an authorized Microsoft reseller, Intellitec Solutions, LLC (Intellitec), to purchase the updates and complete the installation. Since this work must be completed by an authorized Microsoft reseller, we have researched other firms to complete the work we have found that current installation and service costs with Intellitec are approximately 12% to 15% lower than other resellers.

Costs Involved

Based on Intellitec's review of our current system and requirements for the updates, they have estimated that it will take between 25 – 35 hours to complete the update at an estimated cost between $4,750 and $6,650. By comparison, when the system was installed three (3) years ago the estimated cost was between $6,300 and $8,100, when completed the actual cost was only $4,800.

Action Requested

Board authorization is requested to authorize the Village Manager to authorize Intellitec Solutions, LLC to execute the accounting system update process.

Since funds for this project have not been appropriated in the FY2016 budget, a Board resolution to amend the FY2016 budget is required to appropriate the funds from general fund reserves, which will be presented at the November regular meeting for possible Board action (Resolution No. 11-01-15).

Draft Motion:

I move to AUTHORIZE the Village Manager to proceed with the accounting system update and to sign the "Statement of Services" to allow Intellitec Solutions, LLC to execute the update process.

Attachment

Intellitec Solutions, LLC Proposal

Intellitec Solutions LLC – Statement of Services

This Statement of services (SOS) is made pursuant to the Master Services Agreement effective as of 3/12/2012, by and between the undersigned Client ("**you**") and the undersigned Intellitec representative ("**we**," "**us**," or "**our**"). The terms of the project are incorporated herein by this reference. Any terms not otherwise defined herein will assume the meanings set forth in the Master Services Agreement. This statement of services is comprised of this cover page and the services terms below, which are incorporated herein by this reference.

Client Invoice Information		
Name of Client		**Contact Name** (This person receives invoices under this SOS)
Street Address		**Contact E-mail Address**
City	**State/Province**	**Phone**
Postal Code		**Fax**

Invoicing
We will invoice you for services performed and expenses incurred. Our invoices for payment will be directed to your representative for payment at the address shown above. Please indicate a Purchase Order No. (if any):

Commencement Date
This statement of services will commence on   or the date we begin providing the services, which ever is earlier. This statement of services will expire on   or the date we conclude the services, which ever is later.

By signing below the parties acknowledge and agree to be bound to the terms of the agreement and this statement of services.

Client
Name of Client (please print) **test**
Signature
Name of person signing (please print)
Title of person signing (please print)
Signature date

Intellitec Solutions LLC – Statement of Services

Scope of Project

This project is to upgrade your current Dynamics GP version 2015.   Specifically we will perform the following:

GP Upgrade Scope
1. Move SQL 2008 databases to the SQL 2014 instances and upgrade
2. Install all GP and most recent service packs onto server
3. Upgrade 3 company and DYNAMICS databases. (a double upgrade will be performed since your version is not support a direct upgrade)
4. Upgrade your Integration Manager databases - NA
5. Upgrade your custom GP reports.
6. Re-install the new Excel ODC reports and SRS web based reports linked directly to the GP data
7. Upgrade the following third party products (client is required to have maintenance up to date)
    a. Smartlist Builder
8. On the server, install Management reporter (MR). Move your MR databases and update them to the most recent version of MR.
9. Workstations – 2 workstations will be installed as part of the scope
    a. GP and all related products will be installed. The MR client will be installed as well as any Third Parties
    b. Workstation installation instructions will be customized for your environment and provided to your IT.
10. Reset the passwords for users. Users will need to change the password the first time they login.
11. GP security will migrate. A user will be assigned the ability to setup new Users (new feature not requiring the sa password)
12. Active Directory Security will be documented and provided to your IT so that the information can be used to setup new GP users
13. Upon acceptance by client,
    a. Uninstall GP 2010 from database server
    b. Turn off GP 2010 instance of SQL
    c. Uninstall GP 2010 as needed

Acceptance Testing:
We will perform the following acceptance tests in Dynamics
1. Intellitec will check the following reports before and after the upgrade as a means to confirm that the upgrade has been successful.
    a. Summary GL Trial Balance
    b. Summary AP Aging Report w/Options
2. From the Citrix server
    a. Launch the new Excel report successfully
    b. Launch the new SRS reports successfully

Ongoing issues:
Issues or problems that arise after our onsite services as outlined in this SOS order can be resolved through our help desk support or additional onsite visits. These additional services will be invoiced as required and are not included in this SOS estimate.

Intellitec Solutions LLC – Statement of Services

Customer Responsibilities

1. Provide appropriate staff as agreed upon in planning meetings to assist with project, including internal project manager to manage progress toward milestones and deadlines.
2. Provide Servers and Workstations meeting the GP2015 requirements.
   o Per our discussion, this includes Windows Server 2008 R2 (64 bit) or Windows Server2014 R2 (64 bit)
   o SQL 2012 or SQL 2014
   o Office 2010 or Office 2013
3. Complete the pre-upgrade tasks
   o Provide a copy of the Dynamics.set and Dex.ini file from the current GP install.
   o Coordinate with the Intellitec help desk to install the minimum GP 9.0 service pack
   o Post all batches
   o Printout key reports
   o Create appropriate backups for all SQL, Integration manager DB's, GP Reports and FRx Report definitions.
   o BP prep Complete all requisitions and timecards. Any incomplete requisitions or timecards will be deleted during the upgrade
4. The Client is responsible to provide remote access to all devices being upgraded
5. The client is responsible to provide appropriate administrative active directory login and MSSQL login access (including sa).
6. Test the system within 1 day of accessing the new system to make sure all aspects of GP are working correctly. We request that you perform representative samples of your regular use of the GP system. This includes data entry, processes, report generation and all other tasks that you regularly perform.
7. The Client is responsible for the assignment and maintenance of all security to GP users and GP data to include but not limited to :
   o GP users
   o AD groups associated with the SSRS or Excel Report
   o SharePoint
   o Management Reporter

Intellitec Solutions LLC – Statement of Services

Intellitec Solutions

Exclusions from Scope of Project

Our estimated hours assume that the databases convert properly. Errors and data corruption may occur and additional time will be required for clean up and repairs. The initial step in our conversion process is a data integrity process. If errors or corruption is encountered in this fist pass we will notify you before proceeding. We can provide an additional estimate of hours required to complete the conversion process at that time.

Our estimated hours assume no problems are encountered during the implementation such as dll conflicts, registry problems, software compatibility issues, etc.

1. Training
2. Setup of Security in GP or SharePoint – client is responsible for this task
3. Workstations installs

Fees

You agree to pay the following hourly rates and any reasonable out of pocket travel and living expenses (hotel, airfare, if any). Intellitec provides Time & Material services only. This SOS reflects this and as such does not constitute a fixed fee bid. Any total fee stated is an estimate only.

Our fees are based upon the amount of time required including travel time plus out-of-pocket expenses (travel, mileage, tolls, parking, etc.) payable upon presentation of our invoices. Travel time will be charged at ½ our hourly rate from our Wilmington, Reading or Tyson's Corner office location from which our consultant is based and is not included in the estimated hours.

Questions or issues related to any invoice presented must be made in writing within 10 business days after the invoice date. Invoices unpaid after 30 days are subject to a 1 1/2% monthly finance charge. Unless otherwise specified in the invoice, you will pay us within 30 calendar days of the date of our invoice.

Estimated hours:	25-35 hours
Estimated Cost:	4,750-6,650
Hourly Rates:	
Project Manager	$220 per hour
Consultant	$185 per hour

Should any situation arise that would affect our estimate, we will notify you immediately to gain your approval before proceeding. As described above we will work closely with you in planning and scheduling our resources to implement this system in the most efficient manner. A specific schedule and budget will be mutually determined during the implementation planning process.

This estimate is based upon our understanding of the project goals at this time and is based upon the information that you have provided us with respect to the project at hand. Actual fees may vary from this estimate based upon variables currently unknown to Intellitec and outside of the control of Intellitec.